

The Bureau of Licensure and Certification investigates complaints from any source, including anonymous complaints. An investigation is conducted to determine compliance with established regulations. If there are deficient practices identified a statement of deficiencies is issued to the facility. Each deficiency is evaluated for the severity of harm to residents and scope of residents affected. The severity and scope determines if a sanction will be issued. At a minimum, the facility is required to return a plan of correction for each deficiency. The facility must provide detailed information on how they corrected the deficient practice.

If you are unable to obtain a copy of the survey findings from the facility you may request a copy from BLC. Please use the INFORMATION REQUEST form below. Once you have completed the form, please email the completed form to: mbecker@health.nv.gov. If you have questions, please contact the Complaint Intake Coordinator: Las Vegas – 702.486.6515; Carson City – 775.687.4475.

**Adult Day Care
Substantiated Complaints
2005 and 2006**

Facility Name:

Washoe County Senior Services
1155 E. 9th Street
Reno, NV 89512

Date complaint was substantiated: 2/7/06

Nature of Deficiencies:

Policies and Procedures/Accounting
Plan of Care

Acceptable Plan of Correction: 4/5/06

Sanction: No

Facility Name:

Rose Cottage Memory Care #2
4025 S. Pearl Street
Las Vegas, NV 89121

Date complaint was substantiated: 2/28/05

Substantiated Complaint:

Supervision of Clients
Clients exceeded licensed capacity

Acceptable Plan of Correction: 4/5/05

Sanction: No